

Independent Review Entities

Certified to Perform External Review in Kentucky

Updated 12/08/16

In accordance with 304.17A.623, insurers doing business in Kentucky are required to establish and maintain an external review process to be used by the insurer or its designee to address disagreements between the covered person and the covered person's insurer regarding an adverse determination and, in some cases, a coverage denial made by the insurer, its designee or a private review agent.

In accordance with 806 KAR 17:290, an insurer must request the external review from a Department of Insurance (DOI) assigned, certified independent review entity (IRE) via eServices for purposes of conducting the external review. Following is a list of IREs certified to perform external reviews in this state.

Beginning July 1, 2011, the process for assigning an Independent Review Entity (IRE) will be the following:

Insurers and private review agents (PRA) shall determine if an external review is available to the covered person pursuant to KRS 304.17A-623(3) and shall notify the Department through eServices of a request for an assignment.

The Department's eServices shall assign to the insurer or PRA an IRE for each case based upon a rotational system.

An insurer or PRA shall verify that no conflict of interest pursuant to KRS 304.17A-627(8) exists with the assignment given by the Department.

If a conflict does exist, the insurer or PRA shall contact the Department through eServices for an additional assignment.

To obtain an eServices account, contact Health Policy Utilization Review Branch.

Upon assignment of an external review to IRE, an insurer/private review agent is required to complete an Assignment of Independent Review Entity Form and return it to the DOI within one business day of IRE assignment. If you have any questions relating to the DOI's Independent External Review Program, you may contact the Health Policy Utilization Review Branch at 502-564-6088.

IRE Certification No.: IR20000003

IRE Name/Address: MAXIMUS

3750 Monroe Ave., Suite 705

Pittsford, NY 14534-1302

Contact Name/Title: Ronna Marsh

Telephone: 585-348-3122

or Lisa Maguire

Telephone: 585-348-3119

Fax #: 585-425-5296

Email: stateappealseast@maximus.com

IRE Certification No.: IR20000007

IRE Name/Address: CLINIX Healthcare

3492 Snouffer Rd., Suite 200

Columbus, OH 43235

Contact Name: Olga Magyar

Telephone: 888-840-6088

Fax #: 614-889-2148

IRE Certification No.: IR20040001
IRE Name/Address: MCMC
1451 Rockville Pike, Suite 440
Rockville, MD 20852
Contact Name/Title: Joelle Georges
Telephone: 301-652-1818
Fax #: 301-652-1250
Direct: 301-547-3685
Email: joelle.georges@mcmcllc.com

IRE Certification No.: IR20070001
IRE Name/Address: National Medical Reviews, Inc.
260 Knowles Ave.
Southampton, PA 18966
Contact Name/Title: Ryan Buchanan, Esquire
Telephone: 215-352-7800, ext. 116
Fax #: 215-352-7801

IRE Certification No.: IR20100003
IRE Name/Address: Advanced Medical Reviews
10780 Santa Monica Blvd., Suite 333
Los Angeles, CA 90025
Telephone: 800-726-1207, Option 1
Fax #: 310-907-9574
Email: states@admere.com

IRE Certification No.: IR20100002
IRE Name/Address: IMX Medical Management Services
1700 Paoli Pike
Malvern, PA 19355
Contact Name/Title: Darcy Saunders
Telephone 484-329-7070
Fax #: 484-329-7095
Email: darcy.saunders@imxmed.com

IRE Certification No.: IRE 20130001
IRE Name/Address: Roffe Enterprises, Inc.
438 N. Frederick Ave., Suite 200A
Gaithersburg, MD 20877
Contact Name: Catherine Race
Telephone: 301-963-0762, ext. 106
Fax #: 301-963-9431
Email: mrp@hhcgroup.com
After hours phone: 301-963-0762, ext. 214
After hours email: IRO_after_hour_referral@hhcgroup.com

IRE Certification No.: IR20130002
IRE Name/Address: MET Healthcare Solutions
2211 West 34th St.
Houston, TX 77018
Contact Name/Title: Stacy Jones, CEO
Telephone: 713-961-7277, ext. 231
Fax: 713-961-7286
Email: sjones@medevaltx.com